

## CLAIMS

What is claimed is:

1. An interactive communication system that permits customers to communicate and interact  
5 with one or more sales agents located at a remote location, comprising:
  - a customer communication station adapted to be located remotely from the sales agents;
  - the customer communication station including a series of pivotable video monitors  
adapted to be communicatively linked to the remote location such that video and audio generated  
by the sales agent can be communicated from the remote location to one or more selected video  
10 monitors associated with the communication station for viewing by the customer;
  - a customer interaction interface associated with the communication station for permitting  
the customer to communicate and interact with the one or more remotely located sales agents;  
and
  - the customer interactive interface including a keyboard and an audio input for permitting  
15 the customer to communicate with a sales agent located at the remote location.
2. The interactive communication system of claim 1 further comprising voice recognition  
software for receiving a customer voice input and presenting said voice input as a textual image.
- 20 3. The interactive communication system of claim 2 wherein said textual image is displayed to  
the customer.
4. The interactive communication system of claim 2 wherein said textual image is displayed to  
the sales agent.

5. The interactive communication system of claim 2 wherein said textual image is displayed to both the sales agent and the customer.

6. The interactive communication system of claim 2 further comprising translation software for translating said textual image version of the voice input to another language.

7. The interactive communication system of claim 6 further comprising text to voice software, said text to voice software receiving a translated version of said voice input and emitting an audible version of the textual image in the translated language.

8. The interactive communication system of claim 1 further comprising a communication link for communicating with payment means proximate said communication system.

9. A method of facilitating interactive communications between a customer and one or more sales agents located remotely from the customer, comprising:

locating a customer communication station remotely from a sale site where one or more sales agents are located;

initiating an interactive dialog between the customer at the customer communication station and at least one remotely located sales agent located at the sales site;

the interactive dialog comprising generating video and audio signals at the sales site and transmitting the video and audio signals to the customer communication station where video

images appear on one or more video monitors incorporated into the customer communication station;

the interactive dialog further comprising directing communications from the customer at the customer communication station to one or more sales agents located at the sales site through an audio input and a keyboard incorporated into the customer communication station; and

the interactive dialog further comprising generating a textual image of a voice input from one of the parties to the interactive dialog.

10. The method of claim 9 wherein the interactive dialog further comprising generating a textual image of a voice input from one of the parties to the interactive dialog comprises generating a textual image of a voice input from the customer.

11. The method of claim 9 wherein the interactive dialog further comprising generating a textual image of a voice input from one of the parties to the interactive dialog comprises generating a textual image of a voice input from the sales agent.

12. The method of claim 9 wherein the interactive dialog further comprising generating a textual image of a voice input from one of the parties to the interactive dialog comprises generating a textual image of voice inputs from both the sales agent and the customer.

13. The method of claim 9 further comprising repositioning one or more of the series of displays so as to view the display.

14. A network kiosk comprising at least one customer interaction station, said customer interaction station comprising:

at least one customer input device;

at least one pivotable display;

at least one output device; and

a communications link for communicating with a remote location from which a sales agent may interact with a customer through the input, the pivotable display, and output device.

15. A communications system comprising:

a network kiosk having a customer interaction station and a communications link; and

a call center staffed by a plurality of sales agents, said call center being communicatively connected through said communications link to said network kiosk;

said call center controlling content delivered to a customer at said customer interaction station and the customer may interact with at least one of said plurality of sales agents through said communications link; and

said interaction comprising voice to text and text to voice conversion for mutual comprehension by the customer and the at least one of said plurality of sales agents.

16. The communications system of claim 15 further comprising language translation software operating on said interaction.

17. A computer readable medium comprising software adapted to:

receive customer input from a customer interaction station;

deliver to at least one sales agent, located remotely from the customer interaction station,  
information from said customer interaction station;

deliver to said customer interaction station content determined by said at least one sales  
agent;

5        translate between languages used by the customer and the at least one sales agent;  
control information provided to the customer at said customer interaction station; and  
said at least one sales agent may promote a sale through the information transferred.

18. A method of facilitating delivery of information to a customer, comprising:

10        providing a network kiosk having a customer interaction station in a high traffic area;  
establishing a communications link between said customer interaction station and a call  
center staffed with trained sales agents;  
accepting queries from a customer, said queries initiated at said customer interaction  
station;  
15        linking the customer to one of said trained sales agents;  
controlling from a computer associated with said one of said trained sales agents  
information delivered to the customer;  
converting voice input from the customer to text; and  
providing live interaction between said one of said trained sales agents and the customer.

20

19. The method of claim 18 further comprising converting text to voice output for said one of  
said trained sales agents.

20. The method of claim 18 further comprising translating languages between the customer and said one of said trained sales agents.

20. The method of claim 18 further comprising translating languages between the customer and said one of said trained sales agents.